

Candidate Information Bulletin



A Division of  CAPSTAR

STATE OF ARIZONA

Residential and Commercial
Contractor Examinations

Neither the Registrar of Contractors nor Experior Assessments, LLC is affiliated with any pre-licensing or test preparation school.

Summary of Steps in the Examination Process

1. Obtain licensure and examination applications from the Registrar of Contractors (ROC).
2. If you are not sure which license to apply for, contact the ROC.
3. Complete and submit the Examination Registration Form included at the end of this Bulletin, along with the appropriate fees to Experior.
4. Take your examination at the scheduled time and place.
5. Receive scores from Experior. If you do not pass, you will receive retake information.
6. You must successfully pass your examination before submitting your license application.
7. If you pass, submit your Score Report, along with the completed licensing application, to the Registrar of Contractors for processing.
8. Please note your scores are valid for up to TWO YEARS from the date of passing the test.

An original passing Score Report for each required examination must be submitted with your license application to the Registrar of Contractors.

Note: *An examination registration is valid for 90 calendar days after it has been processed and will expire without further notice at that time.*

Licensure Process

Arizona State Law requires residential and commercial contractors to be licensed. To apply for a license, start by requesting an application packet from the state Registrar of Contractors at:

**The State of Arizona
Registrar of Contractors**
800 West Washington, Sixth Floor
Phoenix, AZ 85007
602.542.1525
www.azroc.gov

When you have received your application packet, complete the enclosed Examination Registration form included in this Bulletin.

Examination Registration Procedures

You may register for your examination by any of the following methods:

INTERNET REGISTRATION AND SCHEDULING

You may register and schedule your examination online at any time using our Internet Registration Service at www.experioronline.com. To use this service, follow these easy steps:

- Go to www.experioronline.com and select **Test Takers**.
- Choose **Arizona** from the list of states provided.
- Under **Construction**, click on **State License Exams**.
- Select **Click Here to see Arizona Exam Locations and Register Online** to create your own user ID and password.
- Follow the simple, step-by-step instructions to complete the registration process. Please have your MasterCard or Visa available for online payment of examination fees.
- Complete the process by scheduling your examination appointment online.

If you require **ADA, English as a Second Language or reader/interpreter** accommodations, you must schedule your examination by calling 800.899.4089. **For additional information, please see *Special Test Considerations* on Page 4.**

PHONE

You may call Experior at **800.899.4089** between 6 a.m. and 7 p.m. (Mountain time) to register for your examination. Please have your Examination Registration Form and your MasterCard or Visa number available before you call. You may schedule your examination at the same time.

FAX

You may fax the Examination Registration form found in the back of this Bulletin, to **800.347.9242**. You must include your MasterCard or Visa information.

MAIL

If you desire to mail your payment, please mail the completed Examination Registration form with the appropriate fees to:

**Experior Assessments
A Division of Capstar**
Arizona Contractors
1260 Energy Lane
St. Paul, MN 55108

The form will be processed within 48 hours from the time it is received. (Please allow four to eight days for mail delivery.) You may pay by MasterCard, Visa, money order, company check or cashier's check.

Note: Personal checks and/or cash are not accepted.

Scheduling Your Examination

Once registered, you may schedule your examination by calling Experior at **800.899.4089** between 6 a.m. and 7 p.m. (Mountain time). An examination registration is valid for 90 calendar days after it has been processed and will expire without further notice at that time.

Appointments and Cancellations

You may take your examination at any Experior testing center nationwide. Maps and directions to the Arizona testing centers are located on Pages 5 and 6 of this Bulletin. For a complete list of testing centers, visit www.exporioronline.com. Appointments are available three to six days per week at most centers. Schedule your examination early to get your preferred site and time.

RESCHEDULING YOUR APPOINTMENT

If you do not allow at least three full business days to reschedule your appointment, you will be required to pay a \$40 rescheduling fee prior to choosing another appointment. To pay this fee using Visa or MasterCard and reschedule your appointment, call Experior at 800.899.4089. You may also pay the \$40 rescheduling fee by mailing a cashier's check, company check, money order, or Visa or MasterCard information.

ABSENT FROM YOUR APPOINTMENT

If you are unable to attend your scheduled examination due to illness or emergency, the rescheduling fee may be waived. Experior reserves the right to request documentation to support your illness or emergency claim.

If you miss or are late arriving for your appointment, you will be assessed a \$40 rescheduling fee prior to choosing another appointment. To reschedule your exam appointment, please call Experior at 800.899.4089. This fee will allow you to use your original exam registration.

Examination Fees

One examination	\$63
Two examinations (Business Management Exam plus one trade exam)	\$120

Note: These fees also apply for Retakes.

Walk-In Testing

Walk-in testing is possible on a space-available basis. Since seating is limited, it is recommended that an exam appointment be made in advance. There is a \$20 fee for this service.

Examination Retakes

If you have allowed your examination registration to expire or you were unsuccessful in your examination attempt, you may re-register by any of the methods listed above. Another examination fee is required.

Note: *There is no limit to the number of times you may take an examination; however, it is recommended that you spend some time studying between examinations.*

Examination Review

If you are unsuccessful after two attempts, you may review the last examination taken. Reviews are held one day a month at Experior's Tempe office. You may schedule a review by calling Experior at **800.899.4089**. Only one review is allowed.

In order to receive a written response to your comments or concerns regarding the content of the examination, you **must** submit a written appeal either after taking an examination or after an examination review by following the procedure detailed in the Appeal Committee section listed below. This is the **only process** which will result in a direct response from Experior regarding your examination concern.

Appeal Committee

Our goal at Experior is to provide a quality test and a pleasant testing experience to every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. To facilitate this, we provide an opportunity at the end of your exam to make comments, and Experior will review your comments, but you will not receive a direct response. You may also contact one of our Candidate Support Specialists at 800.853.5448 to discuss your concern. The Candidate Support Specialist will direct your inquiry to the appropriate individual for response.

We try to resolve candidate concerns at the testing site or on the phone whenever possible. If you feel that your concern has not been resolved, you must put your comments in writing to the following address:

**Experior Assessments
A Division of Capstar
ATTN: Appeal Committee
1260 Energy Lane
St. Paul, MN 55108
Fax: 800.347.9242**

If your concern is regarding the content of the exam, you must mail your concern to Experior, as only original

signatures can be accepted. No faxes are allowed. If your concern is regarding registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), you may either mail or fax your concern to Experior. In your letter, include your name, your candidate identification number, the name of the exam, the date you tested and a specific description of your concern and the relevant facts surrounding it. Experior will investigate your concerns and will send a written response from the Appeal Committee within 10 business days of receipt at Experior.

Severe Weather

In the event of severe weather, Experior may need to cancel scheduled examinations. In this situation, Experior personnel will attempt to contact you via telephone to reschedule your examination at your earliest convenience. You may confirm your scheduled examination by calling Experior at **800.899.4089**.

Sample Questions

- A contractor's license may be suspended or revoked for all of the following **EXCEPT**
 - the conviction of a felony.
 - the violation of any rule adopted by the Registrar.
 - the failure to pay for job materials in excess of \$500 when due.
 - knowingly contracting beyond the scope of the license or licenses of the licensee.
- Pigments that are used for coloring concrete generally **DO NOT** affect concrete properties when the percentage by weight is kept below what **MAXIMUM** amount?
 - 3%
 - 6%
 - 8%
 - 10%
- What **MINIMUM** size copper conductor type THW is required for a feeder circuit that is providing 3-phase, 480-volt power to a 10-horsepower and a 5-horsepower, wound rotor, motor load?
 - 8 AWG
 - 10 AWG
 - 12 AWG
 - 14 AWG
- If the flow through a stream nozzle used on a non-sodded bank is greatly reduced, what is the most likely cause?
 - Reduced supply pressure
 - Cavitation
 - Back-siphonage
 - Clogged orifices

- Vibration isolators used between a mechanical system and attached ducts shall be what **MAXIMUM** length?
 - 10"
 - 12"
 - 16"
 - 20"
- Given: A building has a steep roof that will be covered with clay-tile shingles. The rafter span is 18 feet 3 inches. The rafters to be used will be spaced at 16 inches o.c. They have an "extreme fiber stress in bending" value of 1,800.
What is the **MINIMUM** allowable size for the rafters?
 - 2 x 4
 - 2 x 6
 - 2 x 8
 - 2 x 10
- Where is the shut-off valve installed in the relief discharge piping on a hot water heater?
 - A shut-off valve is not permitted
 - Between the relief valve and the heater tank
 - Not more than 12 inches downstream from the relief valve
 - Not more than 12 inches upstream from the connection to the building drainage system

ANSWERS TO SAMPLE QUESTIONS

1. C, 2. B, 3. D, 4. D, 5. A, 6. D, 7. A

Description of Examinations

Please check Experior's web site at www.experioronline.com for content outline and reference information for each examination. Experior provides any books allowed for use during the examination. You may not use your own books for open-book examinations.

For a contractor's license, each candidate must take and pass the Contractor Business Management examination in addition to the trade-specific examination.

Contractor Business Management Content Outline

The Business Management exam consists of 80 scored questions. You will be given 2-1/2 hours to complete the examination. A passing score of at least **70 percent** is required to pass.

Subject	Percentage
Business Management	8
Licensing Laws and Rules	8
Estimating and Bidding	12
Contracts and Agreements	12
Project Management	12
Insurance and Bonding	8
Safety, Record Keeping and Reporting	6
Labor Laws and Employment Regulations	7

Financial Management	11
Tax Laws	6
Liens	5
Environmental Laws and Regulations	5

REFERENCES

Test questions are developed from industry standards. This examination emphasizes information presented in these references.

1. *Arizona Guide for Contractors – Statutes and Rules*, August 2003 Edition, Arizona Registrar of Contractors, 800 W. Washington, Sixth Floor, Phoenix, AZ 85007-2940, www.azroc.gov
2. *State of Arizona OSHA Safety and Health Standards for the Construction Industry (29 CFR 1926)*, January 1, 2003 Edition, Arizona Industrial Commission, Division of Occupational Safety and Health, Industrial Commission of Arizona, P.O. Box 19070 Phoenix, AZ 85005-9070.
3. *Arizona Construction Management Guide*, Third Edition, 2002, Builders' Publishing Company, 1033 East Jefferson Street, Suite 500, Phoenix, AZ 85034, 800.284.3434, www.buildersbookdepot.com.

OR

National Association of State Contractors Licensing Agencies, www.nascla.org.

For information on how to obtain reference materials, call toll-free 877.624.2562.

Trade Examinations Examination Content Outline

Each trade examination content outline includes a **RECOMMENDED** list of documents to study for the examination. The content outline will be mailed to you at the time you register for a test. You may also request a copy by calling Experior at 800.899.4089 or you may obtain a copy at the following Web sites:

Experior: www.exporioronline.com
Registrar of Contractors: www.azroc.gov

Taking the Examination

Examinations will be given by using a personal computer at an Experior testing center. You do not need any computer experience or typing skill to take an examination. Before you start your examination, you will have a personalized introduction to the testing system and an introductory lesson, which takes place on the computer. You should arrive at least 10 minutes before your scheduled examination appointment in order to verify your identification and allow time for you to sign in.

You must present a valid form of identification before you may take the examination. The identification must meet the following criteria:

- Be government issued (driver's license, state-issued identification card, military identification or current passport);

- Have a current photo and your signature; and
- The name on the identification must be the same as the name used to register for the exam (including designations such as "Jr." or "III," etc.).

Note: Failure to provide appropriate identification at the time of the examination is considered a missed appointment and a rescheduling fee will be charged. If you cannot provide the identification as listed above, contact Experior before scheduling your appointment to arrange for an alternative form of identification.

SECURITY PROCEDURES

The following security procedures will apply during the examination.

- Examination contents are proprietary. Cameras, notes, unauthorized reference materials, tape recorders, pagers or cell phones are not allowed in the testing room;
- No guests, visitors or family members are allowed in the testing or reception areas;
- Programmable calculators are not permitted; and
- Valuables or weapons should not be brought to the testing center. Only keys and wallets may be taken into the testing room. Experior is not responsible for items left in the reception area.

Failure to follow any of these security procedures may result in the disqualification of your examination. Experior reserves the right to videotape any examination session.

Copyrighted Examination Questions

All test questions are the copyrighted property of Experior Assessments, LLC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

Special Test Considerations

AMERICANS WITH DISABILITIES ACT (ADA)

If you have a physical or mental impairment that substantially limits a major life activity, you may be eligible for accommodations in the examination process to assure that the examination accurately reflects skills, knowledge or abilities. Experior is fully compliant with ADA guidelines and will provide reasonable accommodations. Please contact Experior at **800.899.4089** for ADA accommodation information.

Scheduling services are also available via our Telecommunications Device for the Deaf (TDD) by calling **800.790.3926**.

Experimental Questions

Your examination may contain up to five additional questions that will not be scored. These are used to gather statistical information on the questions before they are added to the actual examination. These questions, distributed throughout the examination, WILL NOT:

- be counted for or against you in your final examination score, or
- take any time away from your allotted testing time.

Understanding the Examination Results

At the end of the examination you will receive a printed Score Report. If you did not pass the examination, the report indicates your overall score and numerical percentage of questions answered correctly on each major section of the test as defined by the content outline. The primary purpose of providing a score for each part of the examination is to guide you in areas requiring additional preparation for retesting. The detail is not shown if you pass the examination.

Examination results are transmitted electronically to the ROC each day. Examination results are confidential and will be revealed only to the applicant and the ROC. Applicants may call or write to Experior to request a duplicate of their Score Report for a period of five years after completion of the examination. Duplicate Score Reports may be requested by phone at **800.899.4089** or by using the Examination Registration form. There is a fee of \$10 per Duplicate Score Report.

Any questions or comments regarding the examination should be directed to Experior at the address and telephone number given in this Bulletin.

Certificate of Achievement

Experior has prepared a beautifully designed Certificate of Achievement suitable for framing. A Certificate of Achievement is available to all candidates who pass an Experior examination. Experior will print your name and the name of the examination you successfully completed on the certificate. The cost is **\$13** (included shipping and handling). Call 800.899.4089 for further information.

Tips for Preparing for Your Licensing Examination

The following suggestions are to help you prepare for your licensing examination. Planned preparation increases your likelihood of passing.

- Make sure you have a current copy of this Bulletin. Read the content outline as a basis of study. Make sure you can explain the major points associated with each outline topic.
- Select study materials that cover all the topics in the content outline.
- Read the study materials carefully, making sure you understand each idea before going on to another. Take notes and highlight key ideas for later review.
- Use new terms or concepts as frequently as you can in discussions with colleagues to test your understanding and reinforce ideas.
- Maximize the effectiveness of your examination preparation by studying frequently and for periods of about 45 to 60 minutes.

ARIZONA TESTING CENTERS

If you are unfamiliar with the area, please contact the Experior testing center during testing hours for directions. Please direct registration, scheduling and any other questions to Central Registration at 800.853.5448. Maps are not drawn to scale.

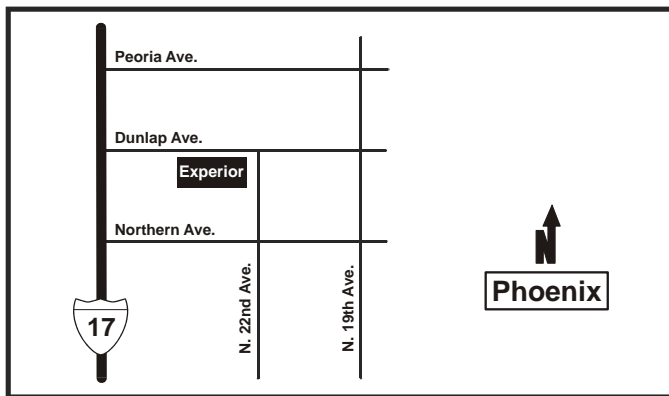
Phoenix Area Center

8900 N. 22nd Avenue, Suite 205
QwestDex Communications Complex
Phoenix, AZ 85021
Phone: 602.944.7411

From I-17 north or south, take the Dunlap Avenue exit east. Go to the southwest corner of N. 22nd Avenue. Experior is located in the QwestDex Communications Building.

Parking is available in the visitor-marked spaces in the parking lot.

Note: 22nd Avenue is not a through street from Peoria to Dunlap.

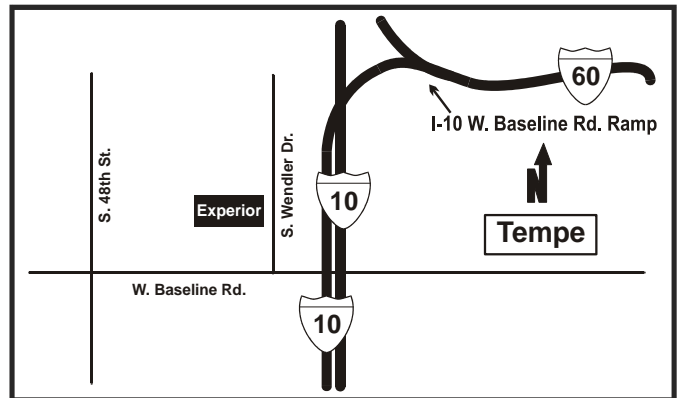


Tempe Area Center

4920 S. Wendler Drive, Suite 110
Tempe, AZ 85282
Phone: 602.426.1284

If approaching from the north, take I-17 to I-10 east to exit 155 towards Baseline Rd/Guadalupe. Turn right onto W. Baseline Rd, and then turn right again onto S. Wendler Dr.

From I-10 (from the east, west or south), take I-10 to W. Baseline Rd. (exit 155). Turn left onto W. Baseline Rd, then right onto S. Wendler Dr.



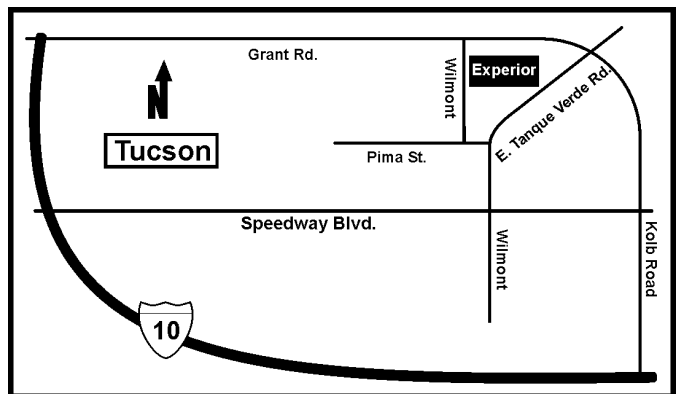
Tucson Area Center

6367 E. Tanque Verde Road, Suite 50
Tri Pointe Plaza
Tucson, AZ 85715
Phone: 520.296.7986

If approaching on I-10 from the west, take the Grant Road exit east. Continue on Grant Road (8.4 miles) to E. Tanque Verde Road turn right onto E. Tanque Verde Road.

If approaching on I-10 from the east, take Kolb Road exit north. Continue on Kolb Road (8 miles), then turn left onto E. Tanque Verde Road.

Tri Pointe Plaza is on the west side of the road between Grant Road and Pima Street. The testing center is located in the second group of buildings on the lower level.



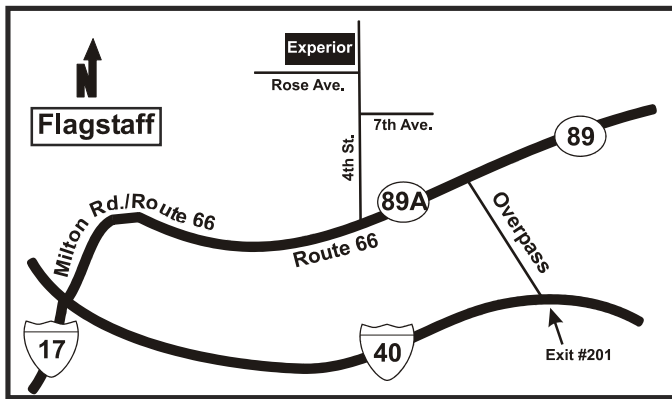
ARIZONA TESTING CENTERS CONT.

Flagstaff Area Center

2615 N. 4th Street, Suite 8
Flagstaff, AZ 86004
Phone: 928.556.9678

Exporior is located on the east side of Flagstaff, on the corner of 4th Street and Rose Ave. Parking is available in the front and rear of the building.

From the north on Hwy 89, continue into the city to 4th Street. Go north (right) on 4th Street to testing center. **From I-40**, take exit #201 on to the Overpass to Route 66/Hwy 89A. Turn west (left) onto Route 66 and continue into the city to 4th Street. Turn north on 4th to testing center. **From I-17**, continue through town on Milton Rd/Route 66 (approx. 4-1/2 mi.) to 4th Street. Take 4th Street north (left) to testing center.

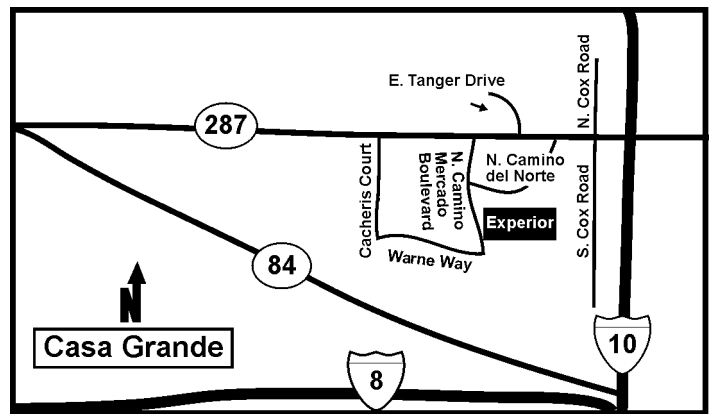


Casa Grande Area Center

Palm Center
520 N. Camino Mercado Boulevard, Suite E-2
Casa Grande, AZ 85222

Take I-10 to Exit 194 for AZ-287. Turn onto AZ-287 and go west. Turn left onto N. Camino Mercado Boulevard. The testing center will be on your left at 520 N. Camino Mercado Boulevard, Suite E-2.

NOTE: SITE WILL OPEN NOVEMBER 1, 2004.



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Arizona Residential and Commercial Contractor Examination Registration Form

CANDIDATE INFORMATION

Last Name	First Name	Middle Initial	Social Security Number
Street Address (including Apt. number or P.O. Box, if applicable)			
City, State, ZIP Code			
Daytime Phone (include area code)		Business Phone (include area code)	

EXAM SELECTION AND FEES

Refer to the form License Classification Requirements to determine which trade examination(s) you are required to pass.

NOTE: ALL APPLICANTS ARE REQUIRED TO PASS THE BUSINESS MANAGEMENT EXAM.

Exam Title	Check Exam(s)
Business Management Examination	
A (KA)	
A-7	
A-9/B-5 (KA-5)	
A-11/C-17 (K-17)	
A-12 (K-80)	
A-16	
A-17	
A-19/B-6 (KA-6)	
A-21/C-21 (K-21)	
B/B-2 (KB-2)	
B-1 (KB-1)	
B-4	
B-5R Factory Fabricated Pools and Accessories	
C-4	
C-4R	
C-7/L-7 (K-7)	
C-8/L-8 (K-8)	
C-9/L-9 (K-9)	
C-11	
C-12/L-67 (K-67)	
C-15/A-3 (K-15)	
C-16	
C-31/L-31 (K-31)	
C-34/L-34 (K-34)	
C-37	
C-37R Gas Piping	
C-37R Plumbing	
C-37R Sewers, Drains and Pipe Laying	
C-39/L-79 (K-79)	
C-39R/L-39 (K-39) Air Conditioning and Refrigeration	
C-39R/L-58 Comfort Heating, Ventilating, Evaporative Cooling	
C-41R	

OVER

C-41/L-41 (K-41)	
C-42/L-42 (K-42)	
C-48/L-48 (K-48)	
C-61/L-61/B-3 (K-61)	
C-68	
L-4 (K-4)	
L-11 (K-11)	
L-12	
L-16 (K-16)	
L-37 (K-37)	
L-44/C-21R (K-44) Irrigation Systems	
L-49	
L-54/C-37R (K-54) Water Conditioning Equipment	
L-62 (K-62)	
L-65 (K-65)	
L-74 (K-74)	
L-77 (K-77)	
L-78/C-37R (K-78) Solar Plumbing – Liquid Systems ONLY	

FEE CALCULATION

	Fee	Quantity	Amount Enclosed
One Examination	\$63		\$
Two Examinations (Business Management + one trade)	\$120		\$
Optional Fees (where available — check your Bulletin)			\$
Duplicate Score Report (include exam title and date)	\$10		\$
Total Fee(s)			\$

PAYMENT: Fee may be paid by certified check, cashier's check, money order, MasterCard or Visa payable to Experior. Please put your full name on the check. **PERSONAL CHECKS AND/OR CASH ARE NOT ACCEPTED. FEES ARE NONREFUNDABLE.** To pay by credit card, complete the information below. See complete registration and scheduling information in this Bulletin.

Card Type (Circle) MC Visa	Card Number	Expiration Date
Name of Cardholder (Print)	Signature of Cardholder	

By signing and submitting this form, I certify that I am the candidate named above and I agree to comply with all examination rules and regulations.

Signature: _____ Date: _____

Candidates should keep a copy of the Exam Registration Form (both sides) for their records.

**To register by mail, send this completed form with the appropriate fee to:
Experior Assessments, Attn: Arizona Contractor, 1260 Energy Lane, St. Paul, MN 55108**